

Michigan LEGWORK

Department of Labor & Economic Growth

September 2004

News from UIA: MARVIN Can Now Habla Español

THE UNEMPLOYMENT INSURANCE AGENCY'S (UIA) MARVIN SYSTEM has become bi-lingual. It now speaks Spanish as well as English.

MARVIN stands for Michigan's Automated Response Voice Interactive Network. It is a telephone-based system that unemployed workers who have filed for unemployment benefits must phone every other week to certify their eligibility for benefits.

After the certification call, MARVIN authorizes the issuing of unemployment checks to eligible callers. MARVIN also allows callers to ask for information about their unemployment checks, such as the date the last payment was made and the amount.

Until late June, MARVIN could speak only English. Now, thanks to the work of Val Congdon, an analyst in UIA's Tax Office, and Olivia Mackie, a claims examiner at the Detroit RIC Center, MARVIN is also available in Spanish.

Val did the recording and is the Spanish-speaking voice of MARVIN. Olivia monitored the taping to ensure that the translation was accurate and the pronunciations correct. Olivia is also the voice behind two Spanish-language public service announcements for radio and television that soon will be promoting UIA's various Spanish-language services.



Val Congdon (left) records the Spanish-language version of MARVIN while Olivia Mackie monitors the script and Val's pronunciation. Sue Willers (right) handles the directing and taping chores.

Sue Willers in DLEG's Office of Media Technology directed and recorded the Spanish-language MARVIN taping.

Callers can reach the Spanish MARVIN by dialing the system's toll-free number, 1-866-638-3993, and selecting the Spanish-language option.

Governor Proclaims Hispanic Heritage Month

Governor Jennifer M. Granholm has proclaimed September 15-October 15 Hispanic Heritage Month in Michigan and is encouraging all citizens to "recognize, applaud and participate in this celebration of the many contributions made by Hispanic-Americans that enhance the quality of life in Michigan."

The Commission on Spanish-Speaking Affairs (COSSA) in the Department of Labor & Economic Growth is co-sponsoring the Michigan Hispanic Caucus Celebration on Wednesday, September 15, at the State Capitol and nearby facilities. The event will feature motivational speakers, music, dancers, Capitol and museum tours, and a recognition and scholarship awards program.

Other communities across the state are also taking part in the month-long celebration. For a schedule of events, please visit <http://www.michigan.gov/cossa>.

"Michigan is fortunate to count among its population a large concentration of citizens of Spanish and Latin American descent, those who have been a part of our state for generations and those who are new to our Great Lakes state," said the Governor. "The cultural fabric of Michigan is made richer by invaluable contributions of wisdom, tradition and history, and by each citizen enriching the lives of their fellow families and citizens throughout our state."

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A Message from the Director

The work of being a department director doesn't consist of just policy meetings, issue discussions, problem solving, and press conferences. Sometimes I get to don a pair of oversized sunglasses and sit down to munch pizza with a group of bright and talented young people.

July 28 was such a day. DLEG hosted a "You're Cool" luncheon for employees' sons and daughters who had submitted the winning artwork in the DLEG Kids Are Kool Drawing Contest held in April. We also recognized six creative staff members who had come up with the top names in our recent newsletter-naming contest.

The children were delighted to find placemats that were made just for them with a likeness of their winning drawing. Each child also received a certificate of achievement and a Goodie Bag. It is always refreshing to spend some time with the young people for whom we are striving to build a better Michigan.

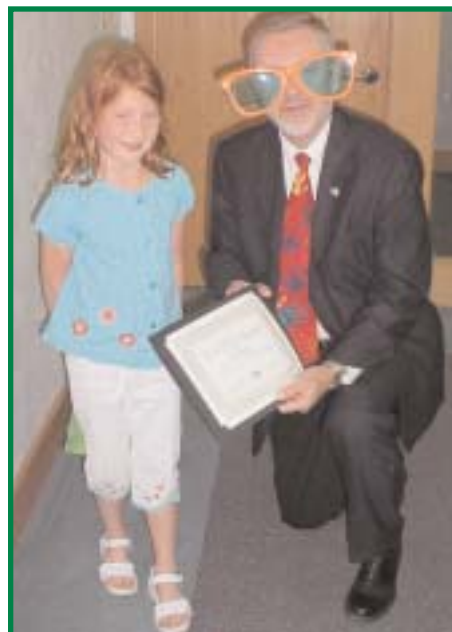
Karen Gagnon, one of the attendees, sent this note afterward: "Thank you for the invitation to lunch and to be recognized for being a runner-up in the newsletter-naming contest. It was a very nice luncheon and I especially enjoyed watching the kids be recognized! One of the members of our table remarked about the opportunity to meet one another. I truly believe it helps bring our department together and boost morale!"

As you read on page one, Hispanic Heritage Month is quickly approaching and I encourage each of you to take part in the many activities being planned for this annual celebration. During September, our Consumer's Corner television program will focus on the meaning of Hispanic Heritage Month and the services offered by DLEG's Commission on Spanish-Speaking Affairs.

Our department is also taking the lead in making state government fully accessible for persons with disabilities — for members of the general public as well as for employees. Patrick Cannon in our department has been designated by Governor Jennifer M. Granholm to serve as state coordinator of the Americans with Disabilities Act (ADA). Please see Pat's insightful article about the ADA on page eight. In addition, tune into Consumer's Corner during October for a discussion of DLEG's disability-related services. Click on <http://www.dleg.state.mi.us/consumerscorner> for cable systems, dates and times for your area of the state.

Best wishes for a pleasant and productive autumn,

David C. Hollister



Kyra Lyngklip with the Director.



Bill DiSessa with the Unemployment Insurance Agency, Detroit, had submitted one of the top names in the newsletter-naming contest.

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Michigan Department of
Labor & Economic Growth

Four Public Service Commission Employees Honored

The Michigan Public Service Commission (MPSC) commissioners honored four employees in a ceremony held July 27 in Lansing.

Maggie VanHaften, manager of MPSC's Customer Support Section, and Esther Blakely, departmental analyst, were named the 2003 "Employees of the Year." They were honored for their roles in establishing the Customer Call Center and making the Customer Support Section a success.

Earning "Honorable Mention" for 2003 were George Stojic, director of the Engineering and Service Quality Division, and Dan Blair, accounting specialist. George was commended for his handling of power supply cost recovery and gas cost recovery plans, reconciliation cases, rate design for customer choice tariffs, and renewable energy cases. Dan was honored for training the MPSC staff in the Goldmine computer system, developing

a Goldmine training manual, and helping with the implementation of the new Customer Support Section.

The commissioners also presented a plaque in honor of all of the MPSC employees who worked during the August 14, 2003, blackout and the subsequent MPSC investigation and report.

The MPSC employee recognition team—Phil Carlisle, Karen Feldpausch, Dan Kearney and Angela McGuire—selected the employees to be recognized from nominations submitted and also planned the ceremony.



Left to right, Michigan Public Service Commission Chair J. Peter Lark, Esther Blakely, Dan Blair, Commissioner Robert Nelson, Maggie VanHaften, Commissioner Laura Chappelle and George Stojic.

Nino E. Green Appointed MERC's First Upper Peninsula Commissioner

Governor Jennifer M. Granholm has appointed Nino E. Green of Escanaba to the Michigan Employment Relations Commission (MERC). He is MERC's first commissioner from the Upper Peninsula, demonstrating Governor Granholm's commitment to inclusiveness by broadening the commission's representation from across the state.

The Michigan Employment Relations Commission resolves labor disputes involving public and private sector employees by appointing mediators, arbitrators and fact finders; conducting union representation elections; determining appropriate bargaining units; and adjudicating unfair labor practice cases.

Commissioner Green is president and shareholder of Green, Weisse, Rettig, Rademacher, Clark & Bray P.C. law firm. He is the former executive director of U.P. Legal Services and the current chairperson of its successor organization, Legal Services of Northern Michigan. He has broad

experience representing labor unions.

Since 1966, he has practiced in all of the district and circuit courts in the Upper Peninsula, as well as in the United States District Courts for the Western District of Michigan and the District of Minnesota. He has appellate court experience before the Michigan Court of Appeals, the Michigan Supreme Court, and the U.S. Sixth and Eighth Circuit Courts of Appeal. He is admitted to practice before the United States Supreme Court.

"As a member of the Michigan Employment Relations Commission, I will be respectful of competing interests and will examine conflicting views with an open mind," said Commissioner Green. "I thank Governor Granholm for this appointment and look forward to the challenging work that lies ahead."

Commissioner Green's appointment expires June 30, 2007. For more information about the commission, see <http://www.michigan.gov/merc>.



Nino E. Green

Project Gains National "Respeto"



Rose Rangel

Project Respeto ("respect") helps build bridges between law enforcement and migrant workers — helping these workers make the best of their time in Michigan by making them more comfortable approaching police officers when they need them.

The project began two years ago in Manistee, led by Northwest Michigan Migrant Resource Council Chairperson Rose Rangel. Rose is an agricultural employment specialist with the Employment Service Agency, Customer Service Division, Region IV, and has been a key player in organizing, planning and implementing the program.

Rose asks farmers' permission to visit migrant workers in their camps and serves as an interpreter for police officers when they visit. The visits are casual. Officers answer questions from the seasonal workers and pass out information about Michigan's driving laws and what to do if pulled over.

Visits were made during the past two summers, working around the schedules of each crop's harvest. This year's visits were recently completed and again were a success. Rose, along with her counterpart Amador Diaz, also an agricultural employment specialist, accompanied Michigan State Police and Mason County Sheriff officers to numerous camps in Mason and Manistee counties. The visits gave the workers a chance to meet officers on a non-confrontational basis and gave the officers a chance to learn more about the Mexican culture.

Mason County Sheriff's Office Chief Deputy Kirk Myers has been involved in the project from the start and, together with Rose, gave a presentation on the project in April at the national Midwest Association of Farmworkers Organization (MAFO) conference in San Antonio, Texas.

At the MAFO conference, Rose and Chief Deputy Myers talked about the impact that Project Respeto has had in western Michigan. Included in their presentation was a video with footage from last summer's migrant camp visits. After the presentation, officials from Florida, Ohio, Indiana and Illinois asked for the presentation to be delivered in their states.

While at the conference, Rose received the national LUPE Award for her efforts in reaching out to migrant workers. The LUPE Award stands for Leadership, Unity, Professionalism and Excellence, and is given each year to just two outreach workers with backgrounds in migrant work.

Rose said she would like to see Project Respeto continue to educate officers and migrant workers about how they can work together. Already, many workers have learned to respect officers without fearing them, she said, and other communities in the state are considering starting a similar program.

DLEG is very proud of Rose's efforts in ensuring Project Respeto's success and congratulates her on receiving the LUPE Award.

Secret Mission Is an Honor

U.S. Air Force Reserve Maj. Steve Hedden, son of Anne Hedden in the Michigan Public Service Commission, was recently sent on a secret mission to pick up an unnamed president and fly him to an undisclosed location. The unnamed president turned out to be Afghanistan President Hamid Karzai.

Maj. Hedden grew up in Michigan and now lives in Federal Way, Wash. He previously served in the U.S. Air Force for 10 years.



Assessing Your Vulnerabilities

By Martin D. Alexander, CHS-III

They forecasted a storm, but you paid little attention. Now, the skies have darkened faster and darker than expected, unlike anything you've ever witnessed. The lights flicker and the electricity goes out. You search and find the portable radio, but there are no batteries. A tornado siren is heard from across town. It appears the storm is headed your way. In a mild case of panic, you wonder what to gather, where to go? You're running out of time and you're vulnerable.

The relationship between any threat and its effect on you — offset by your preparedness to that threat — determines your level of vulnerability. Think of what could happen from real or perceived dangers and reduce your exposure by using a three-step approach to define, prepare and test your preparedness.

Begin by recognizing and defining the threat. How real and foreseeable is the threat and its direct or indirect impact on you?

Second, prepare carefully. Which is more important for your survival if a disaster struck — your favorite chair or sustenance? Gather things in the calm of today that you may need in the turmoil of tomorrow. We know that events of the past can predict the future. They have resulted in the temporary loss/delay of emergency and medical services, the necessities of life (water, food, medication), travel disruptions and loss of communication, to name a few. Ever try to buy a bag of ice when the electricity has been out for days? Unlike Y2K, today's threats to our

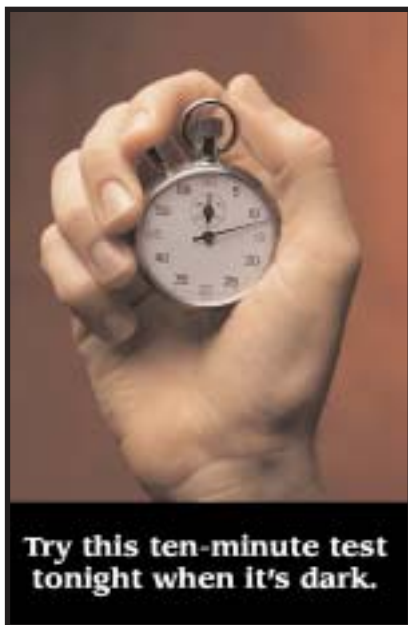
nation are expected, serious and real. Your being prepared is equally serious and real.

Third, try this ten-minute test tonight when it's dark: turn off all lights to simulate a loss of electricity. Designate one person to watch the time (use a watch, if possible). Remain indoors. Gather the things that you will need to survive for 72 hours or more: water, food, medicines and so on. Anticipate that no one will immediately be able to come to your rescue. Use a flashlight or lighted candle if available. Afterwards, determine your success by evaluating the things gathered.

You say ten minutes is not enough time? And, why ten minutes? Because that may be the only time you'll have if a worst-case scenario occurs to depart your area and seek shelter. Recognizing a threat and being prepared are essential in protecting yourself, your family and your community. Do it today. Otherwise, when "crunch time" arrives, you probably won't have time to think and

search around for the items you'll need to survive self-sufficiently for 72 hours or more.

According to *The 9/11 Commission Report*, our nation is safer since the events of September 11, 2001. But, the authors add, we are not safe. They're predicting a "storm" of a different nature. The daily evaluation of the current threat level is located at <http://www.michigan.gov/homeland>. It is the responsibility of each of us to have a plan and to be prepared for anything, whether the threat is from terrorist acts, severe weather, crime, or another source.



September Is National Preparedness Month

The U.S. Department of Homeland Security, The America Prepared Campaign, the American Red Cross, the National Association of Broadcasters and the U.S. Department of Education have joined a coalition of more than 50 national organizations to launch National Preparedness Month on September 9.

State and local governments, individual communities, private businesses and nonprofit organizations will host events or promote preparedness

around the country during September to encourage all Americans to prepare for emergencies in their homes, businesses and schools.

How to administer first aid and CPR, prepare an emergency supply kit, and establish a family communications plan are examples of learning activities being planned in various locales. For more information and a "Get Ready Now" brochure, please call 1-800-BE-READY or visit <http://www.Ready.gov>.

Four-Location Job Fair Brings Out Job Applicants for U.P. Company

Veterans employment specialists in two states held job fairs in four locations at the same time June 30 in partnership with Grede Foundries Inc. of Kingsford, Michigan. The job fairs were held at the Michigan Works! Service Centers in Marquette, Escanaba and Iron

Mountain as well as at the Wisconsin Job Center in Marinette.

This unique approach of “we will come to the job seekers” paid off for Grede Foundries, which collected more than 200 job applications and pre-interviewed many job seekers on the spot.

Grede Foundries was seeking to employ up to 100 individuals over a 12-week period. Janice (Jan) Geiser, manager of human resources for Grede, said she and her staff were overwhelmed with the red-carpet treatment they received from employees at the four job centers and were pleased with the skills and work ethics of the job seekers in attendance.

Some 70 individuals were offered employment within 24 hours of the simultaneously held job fairs. Two Navy veterans from the Marquette center were offered management positions that day.

Grede Foundries Inc. and Jan Geiser gave thanks to veterans employment specialists Dale Stephenson, Marquette; Richard Salo and Gary Bjorkquist, Escanaba; Connie Clayton, Marinette; and Gary Hausmann, Iron Mountain, for the exceptional teamwork it took to organize the job fair.

Grede Foundries specializes in valves and other gray iron castings with complex internal shape requirements.



Jan Geiser and Gary Hausmann review applications received at the four-location job fair held June 30 in the Upper Peninsula.

A Football Game, Too

Youth Expo Will Explore Science and Engineering Careers

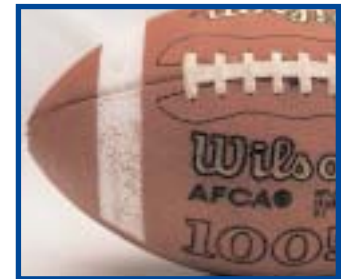
The Michigan YES! Youth Engineering and Science Expo will be held Saturday, November 6, at Crisler Arena in Ann Arbor. Companies and universities from throughout Michigan will come together to excite youth in grades 8–12 about education and careers in science and engineering.

DLEG's Office of Career and Technical Preparation is partnering with Michigan Technological University to host this first-time event.

The YES! Expo is being held in conjunction with the “Bash at the Big House” football game

between Michigan Tech and Grand Valley State University at Michigan Stadium on the University of Michigan campus. Each expo ticket will also admit one student to the football game. The expo will take place before and after the football game.

Corporations, organizations and individuals are sponsoring blocks of expo tickets that will be given to youth at no charge through the school systems. Special efforts will be made to provide tickets to underrepresented groups. A registration packet with complete expo information is being mailed to school districts in early September.



The expo will consist of tradeshow-style exhibits and a multi-media show to inspire youth to consider science and engineering careers. Students will see exciting engineering and science exhibits and talk with real engineers and scientists. Universities will show unique and dynamic educational pathways that lead to these careers.

For more information, contact Pete Cattellino at (906) 487-2228 or pjcattel@mtu.edu, or visit <http://www.mtu.edu/yes>.

Employees on the Move

A warm welcome to new DLEG staff members **Lisa Bartello**, receptionist, Enforcement Division, Commercial Services; **Kendrick Elkins**, media production specialist, Office of

Media Technology; **Van Nunnally**, employment services interviewer, Michigan Career & Technical Institute; and **Lisa Gould**, Wage & Hour Division investigator, Livonia.

Congratulations to **Steve Kline** in the Office of Media Technology (OMT), who has been promoted

from media production specialist to manager of OMT's Technical Services Unit.

Eric Gorman, a counselor with Michigan Rehabilitation Services (MRS) for the past 27

years, has been promoted to manager of the MRS Taylor Office. Congratulations, Eric!

Congratulations to **Richard Sumner** in the Consultation Education & Training (CET) Division, Michigan Occupational Safety and

Health Administration (MIOSHA), who has been reallocated to senior construction safety consultant.

Best wishes to **Marilyn Maloney**, communications specialist with the Office of Financial and

Insurance Services and previously with the Office of Media and Public Relations, who retired effective September 1.

Congratulations to **Erica Nakfoor**, who has accepted a promotion to departmental analyst in the Office of Adult Education, where she is serving as the lead for Adult Education's distance

learning pilot program. Erica was previously an economic analyst with the Bureau of Labor Market Information & Strategic Initiatives.

Suellen Cook, CET Division, MIOSHA, has accepted a position with HCR Manor Care as an

area safety manager. Best wishes to Suellen.

Best wishes to **Bill Baucom**, a supervisor with Office Services, Finance and Administrative

Services Division, who has taken a waived rights leave to work for a railway company.

Carmine Henderson, a crew leader with Office Services, Finance and Administrative Services Division, has resigned to work full time toward

his college degree. We wish you the best in your studies, Carmine!

Angela Johnson, a departmental analyst in the Office of Workforce Development, has accepted a

position with the University of Michigan. Best wishes to Angela.

Best wishes and congratulations to **Mary Ann Kwast**, Office of Human Resources, who has taken a waived rights leave. She and husband

Tim are adopting their second baby from China. Mary Ann has been with state government for 25 years.



Steve Kline



Erica Nakfoor

Why Do We Celebrate the ADA Anniversary?

By Patrick Cannon, State Director, Michigan Commission for the Blind & State ADA Coordinator



Individuals with disabilities, disability organizations and advocates for disability rights participated in events throughout Michigan and the nation July 26 to celebrate the 14th anniversary of the Americans with Disabilities Act (ADA). Governor Jennifer M. Granholm issued a declaration of tribute in honor of the landmark federal legislation, which provides civil rights protection for people with disabilities for purposes of employment, services of state and local government, transportation, commercial facilities, and places of public accommodations and communications.

In her tribute, Governor Granholm noted the words of President George H. W. Bush when he signed the ADA into law at a White House ceremony on July 26, 1990: "May the shameful walls of exclusion come tumbling down." Governor Granholm further hailed progress made under the ADA in promoting the full integration of people with disabilities into all aspects of our society.

As one who was fortunate enough to have been on the White House lawn on that sunny Thursday in 1990 as President Bush signed the ADA into law, I was clearly excited about the promise of the ADA. For the first time, people with disabilities throughout the country had comprehensive civil rights protection under federal law, offering hope that we, too, could have equal access to the Great American Dream.

As thrilled as we were 14 years ago with the ADA promise, progress has not been fast enough for most of us, and many are disappointed with some of the enforcement failures. According to the 2004 National Organization on Disability/Harris Survey of Americans with Disabilities, released in Washington June 24, Americans with disabilities are at a critical disadvantage compared to other Americans in 10 key areas of life, continuing a trend concerning the disability community nationally. The survey found slow and modest progress in the indicators, which Harris has tracked since 1986.

Harris Poll Chairman Humphrey Taylor, who directed related surveys in 1986, 1994, 1998 and 2000, highlighted statistics:

- Only 35 percent of people with disabilities reported being employed full or part time, compared to 78 percent of those who do not have disabilities.
- Three times as many live in poverty, with annual household incomes below \$15,000 (26 percent versus 9 percent).

- People with disabilities remain twice as likely to drop out of high school (21 percent versus 10 percent).
- They are twice as likely to have inadequate transportation (31 percent versus 13 percent), and a much higher percentage go without needed health care (18 percent versus 7 percent).
- People with disabilities are less likely to socialize, eat out or attend religious services than their non-disabled counterparts.
- Life satisfaction for people with disabilities also trails, with only 34 percent saying they are very satisfied compared to 61 percent of those without disabilities.

While it remains true that the ADA has not yet delivered all that we had hoped, in my view, there are many, many reasons to celebrate the achievements we've made since enactment of the law in 1990. Perhaps we can better understand how far we have come if we reflect upon where we were just a few years ago:

- Prior to July 26, 1990, most employers in this country could blatantly discriminate against a person with a disability and not be in violation of federal law.
- Prior to July 26, 1990, an employer could say, "Sorry, we don't hire wheelchair users," or "Blind persons need not apply," and probably not be in violation of any federal law.
- Prior to July 26, 1990, a restaurant, movie theater, furniture store, bakery, bank, ball park or ice cream store could deny access to a person with a disability and probably not be in violation of any federal law.

That was then, this is now, and, thanks to the ADA, today we can proclaim that there's never been a better time for a person with a disability to live, learn, work, raise a family and enjoy life. In my view, we have considerable cause to celebrate the progress we've made under the Americans with Disabilities Act.

A very recent example of our progress can be seen in the new ADA Accessibility Guidelines (ADAAG) released by the U. S. Access Board July 23, which contain the technical provisions and scoping requirements for new construction and alterations of facilities.

The guidelines help assure that when a building is built or renovated anywhere in the nation, its doors will be open and accessible to people with

Why Do We Celebrate the ADA Anniversary? (Continued)

disabilities. It is estimated that 54 million Americans have some type of disability, including an estimated 1.9 million individuals in Michigan.

The Access Board's guidelines detail how accessibility is to be achieved in new construction and alterations and provide specifications for various building elements and spaces, including entrances, ramps, parking, restrooms and telephones, among others. For example, new provisions for ATMs specify audible output so that people with vision impairments are provided equal access, and reach ranges have been lowered to better serve persons of short stature and people who use wheelchairs.

Clearly, we do have much to celebrate and, at the same time, we recognize that inequities and injustices still occur and that we have to remain vigilant and strive to create higher levels of understanding. We must continue to help create a greater understanding of what it means to have a disability in Michigan and America today.

At the heart of this higher understanding is the truth that each of us as a person with a disability is a person first — a person with a variety of characteristics, just like everyone else, and just like everyone else, we also have abilities and only ask that we have equal access to the Great American Dream and all that that entails.

A Quick Checklist for Planning Accessible Meetings

According to Patrick Cannon, state ADA coordinator, "It is important to note that the majority of steps that need to be taken to make events accessible cost nothing and simply require planning, care and attention." Here's a quick checklist to get you started with that planning. This is not an all-inclusive list, because each event is different, and you'll need to ensure that everyone at your event can participate in all of the activities.

- ☐ **Parking:** Enough accessible parking spaces for the event.
- ☐ **Onsite routes:** Accessible path of travel (with ramps, curb cuts and elevators where needed) from the parking area to meeting rooms to restrooms to other sites for the event, including a minimum 32 inches of actual clear passage through doorways (usually a 36-inch doorway).
- ☐ **Access statement:** In press releases, advertisements, publications and other information about the event, include a statement such as this: The meeting site is accessible. Those attending the meeting are requested to refrain from using heavily scented personal care products in order to enhance accessibility for everyone. People with disabilities requiring additional services or alternative formats for printed material to participate in the meeting should contact (name) at (phone) or (e-mail) by (date).
- ☐ **Generous timeline:** Publicize the meeting early enough for people needing accommodations to request them, and for you to provide them. Know when people will actually receive the meeting announcement.
- ☐ **Seating:** Designate barrier-free seating locations for people with disabilities. Have adequate open spaces for individuals using wheelchairs, seats with a clear view of sign language interpreters for people who are deaf, and seating close to the podium or stage for individuals with limited vision.
- ☐ **Room layout:** Should allow full participation in planned activities. For example, if activities require moving from table to table, allow enough space between tables for people using a wheelchair or scooter.
- ☐ **Accessible information throughout the event:** This includes speeches, presentations, flip charts, handouts, films, videos and other information. For example, accommodations may include sign language interpreters, assistive listening systems, and/or real-time captioning for individuals who are deaf or hard of hearing. People who are blind or visually impaired may need materials in alternative formats such as large print, Braille, audiotape, and/or computer disc.
- ☐ **Appropriate terminology:** Ensure that "people first" language is used both orally and in written form when referring to people with disabilities (for example, "people who are deaf" rather than "the deaf").
- ☐ **Considerate communication:** For example, when speaking to a person who is blind, say "to your left" instead of pointing.
- ☐ **Just ask:** If you aren't sure whether a person needs assistance, just ask. And if you need more information on how to plan accessible meetings, just ask one of these DLEG resources: Myrtle Gregg-LaFay, DLEG ADA coordinator, gregg-lafaym@michigan.gov; Michigan Commission on Disability Concerns, (517) 334-8000 (T/V) or toll-free (877) 499-6232 (T/V); Michigan Commission for the Blind, (517) 373-2062, (517)-373-4025 (TTY), Lower Peninsula toll-free (800) 292-4200, Upper Peninsula toll-free (800) 323-2535; or Michigan Rehabilitation Services, 1-800-605-6722 (voice) or 1-888-605-6722 (TTY).



Professional Activities



Liina Paasuke

Congratulations to **Liina Paasuke**, a counselor at the Ann Arbor office of Michigan Rehabilitation Services (MRS), who has been named the 2004 recipient of the Sheldon E. Westerman Award by the Metropolitan Detroit Rehabilitation Association (MDRA). Nominating letters described Liina as an “exceptional counselor, whose work embodies

the highest principles of the rehabilitation counseling profession.” She has also been described as a creative, innovative collaborator, whose values and integrity are demonstrated in her overall interactions with co-workers, community partners, and consumers. Liina has worked for MRS for the past 34 years.



Marsha Florence

Congratulations to **Marsha Florence**, job placement specialist at MRS's Detroit Grand River office, who was one of 12 African American women featured in the July 28-August 3 edition of *The Michigan Chronicle*. The newspaper highlighted Florence's success as producer and host of the television program “Just Ask,” an educational/resource informa-

tion program dedicated to preserving and enhancing the quality of life of persons with disabilities, elderly persons, caregivers and the general public. The program can be seen on Channels 18 and 52 in Oakland County and Channel 12 in Wayne County. Please check the website at <http://www.justasktalkshow.org> for your local listing.

The mutually beneficial relationship between the Printing Department at the Michigan Career & Technical Institute (MCTI) and a printing company in Saline, Michigan, is being featured on a website called Worksupport.com, affiliated with Virginia Commonwealth University. Currently on the site is a case study about McNaughton & Gunn, a book printing company in Saline that has been hiring MCTI printing graduates for the past 18 years. Five

MCTI graduates are currently employed at McNaughton & Gunn; all receive full benefits and a competitive wage. The company has been named “Best of the Best Workplace” by Printing Industries of America Inc. for three years in a row. **Paul Mulka**, MCTI's career and technical education director, and **Herb McPeake**, printing instructor, are quoted. Go to <http://www.worksupport.com/biznet/caseStudy/mcnaughten.html> to view the article.



David Campbell

The Michigan Rehabilitation Association has selected **David Campbell**, a vocational rehabilitation consultant with the Workers' Compensation Agency, to a three-year appointment with the Michigan Rehabilitation Conference (MRC). The appointment includes

positions of program co-chair in 2005 and conference co-chair in 2006. The MRC has established itself as one of Michigan's premier conferences for rehabilitation professionals, typically attracting more than 700 people from a variety of rehabilitation sectors.

Foye Longworth and **Paige Colley** in Licensing, Commercial Services, were presented with certificates of appreciation by Licensing Director **Jean Boven** for the outstanding job they did on the National Association of State Boards of Accountancy (NASBA) exam contract. After being assigned responsibility for this contract, they could have taken the easy route of submitting the draft exam contract that was pending to NASBA for signature. Instead, they decided to take a thorough look at the draft. They made numerous improve-

ments and rewrote the entire contract. Then they went through the entire approval process again and obtained the signatures of all parties in record time. **Suzanne Jolicoeur**, licensing administrator for the Accountancy Board who nominated Foye and Paige for the awards, said, “I admit I was very nervous about not having a contract in place during the first window of the computerized exam. However, I now believe that it was worth it to take the extra time to do it right.”

Coca-Cola North America in Paw Paw Wants Only Gerry Aranda to Refer New Hires

Agricultural Employment Specialist Gerry Aranda has been known literally to go the extra mile in his job. He recently made a special trip to Kalamazoo from his work base in Paw Paw to give a job applicant some additional papers to complete for a position with Coca-Cola North America.

An Employment Service Agency (ESA) employee for the past 25 years, Gerry was transferred four years ago from his Benton Harbor post to serve as the sole recruiter for Coca-Cola in Paw Paw. He works at the Michigan Works! Service Center there, assisting job seekers as well as employers such as Coca-Cola that are looking for workers.

"Gerry recruits applicants, schedules interviews, and assists with gathering additional information to complete reference checks," said Jalayne Bennett, senior industrial relations representative for Coca-Cola in Paw Paw. "He brings in a good group of diverse candidates. He's extremely professional and does whatever he can do to help in the hiring process. He's wonderful."

Over the past four years, Coca-Cola has hired some 250 workers referred by Gerry. Many of the job applicants are seasonal farm workers and

veterans. Interestingly, Coca-Cola in Paw Paw is the only Coca-Cola to do all of its hiring through a state employment service. Last year, Gerry nominated the company for the statewide Michigan Works! Customer Service Award for its record in hiring veterans. "They won," he says proudly.

Gerry is pleased that Coca-Cola most recently asked him to refer candidates to fill 45 positions. "My colleagues and I are very blessed to be given the opportunity to have such a positive impact on other people's lives," he said. "If you take 45 newly hired people with an average pay of \$36,000 a year and multiply ... through our efforts and teamwork, we've just brought \$1,620,000 to our local economy. WOW! That's what makes things work."

On weekends, Gerry continues his job recruitment efforts as host of the radio program "La Hora Del Campesino" ("The Hour of the Farm Worker") on Dowagiac radio station WDOW-FM 92.1. Since the program's debut in 1998, Gerry has announced hundreds of job openings in both Spanish and English.



Gerry Aranda

Hospital Association Recognizes UIA Employee for Customer Service

The Michigan Health & Hospital Association (MHHA) recently recognized Paula Flood, an unemployment insurance examiner, for her excellent customer service. Paula had worked on several complicated unemployment claims matters for the MHHA and for a while became the association's informal contact person at the Unemployment Insurance Agency (UIA).

In recognition of her hard work and customer friendliness, the association's Unemployment Compensation Program presented Paula with a plaque at a special recognition ceremony in June. The plaque cited Paula for "personal initiative, unceasing willingness to

help, and excellent customer service."

A UIA employee for nearly two years, Paula works at the agency's Remote Initial Claims Center (RICC) in Saginaw.



Paula Flood (left), Saginaw RICC, accepts a recognition plaque from Chris Harrison, claims manager for the Michigan Health & Hospital Association's Unemployment Compensation Program.

Senior Citizens Benefit from OFIS Outreach Programs



Matthew Curtis tells senior citizens at the Independence Village retirement center in East Lansing how they can protect themselves from securities fraud.

Senior citizens in Owosso, Lapeer and East Lansing recently learned a great deal about the duties and responsibilities of the Office of Financial and Insurance Services (OFIS) as well as how the agency can help them.

OFIS staff members participated in a workshop at the Shiawassee Council on Aging office in Owosso August 11 sponsored by the Valley Area Agency on Aging (VAAA). OFIS staff discussed private pay options for long-term care. They covered options available relating to insurance policies, what to look for in a policy, Michigan regulatory guidelines as related to long-term care insurance companies and policies, licensed providers in Michigan, and annuities in connection with long-term care planning. The workshop was repeated August 12 at the Lapeer Senior Center.

The OFIS team making the presentations were Teresa Pizana, departmental rate and form specialist, Conduct Review and

Securities Division, who is responsible for the review of all senior health insurance products, including the technicalities of the long-term care laws; Regan Johnson, senior regulation specialist, Insurance Section, who specializes in investigative work dealing with annuities, long-term care insurance policies and life insurance policies; and Judi King, consumer outreach coordinator, Consumer Services Division, who is responsible for facilitating consumer educational outreach programs.

On August 13, Teresa, Regan, Judi, and Matthew Curtis, senior investigator in the Conduct Review and Securities Division, who specializes in securities regulation, also spoke to a group of senior citizens at Independence Village in East Lansing. Judi discussed "What Can the Office of Financial and Insurance Services Do for You." Teresa addressed "Understanding Medicare Parts A & B and Related Issues." Regan talked about "Annuities and You," and Matthew spoke about "Protecting Yourself from Securities Fraud."

UIA Takes Claims for Federal Jobless Benefits from Workers Idled by May Storms



When the federal government declared 19 Michigan counties disaster areas because of storms that hit the state in late May, the Unemployment Insurance Agency (UIA) was one of several state agencies that pitched in to help.

UIA administers the federal Disaster Unemployment Assistance (DUA) program, which provides jobless benefits to workers who become temporarily or permanently unemployed because of disasters.

When the disaster declaration was announced on June 30, UIA immediately swung into action. Staff began updating operating procedures and developing applications, forms and instructions for unemployed workers to use when applying for the federal benefits.

In less than two weeks, the agency was ready to start taking claims and publicly announced how affected workers could apply. In late July, four more counties were added to the list, placing 23 counties in the disaster area.

UIA staff who worked on the DUA project were: Nadira Anderson, Jackie Beatty, Bill Cunningham, Bill DiSessa, Sue Easton, Alfretta Head, John Henige, Samuel Johnson, Linda Karos, Kay Knight, Katy Luchonock, Angie Miracle, Linda Nevedal, Shaun Thomas, Margaret Westerman and Sue Wilhelm.

Debra Hill, Office of Media Technology, and Jean Didyk, Michigan Department of Information Technology, also made important contributions to launching the DUA program.

We Get Letters ... and E-Mails!

We are pleased each month to publish complimentary letters, notes, cards, phone calls and e-mail messages sent to DLEG employees from external agencies and organizations and the general public. Send, fax or e-mail them to Lynne Breen, DLEG Media & Public Relations, P.O. Box 30004, Lansing, MI 48909; (517) 241-1580 (fax); breenl@michigan.gov.

Jerry Faber, director of safety, AGC (The Associated General Contractors of America) Greater Detroit Chapter, sent this letter in praise of **Pat Sullivan**, Consultation Education & Training (CET) Division, Michigan Occupational Safety and Health Administration (MIOSHA): "Mr.

Sullivan did an excellent job in coordinating the course held at the AGC Greater Detroit Chapter. Pat also presented one of the best training programs conducted there. Pat is truly a credit to the MIOSHA program and represents the CET Division with distinction."



A MIOSHA staff person recently attended a concert and began speaking with an officer with the Oakland County Police Department. The officer stated that he had worked with **Rich Grafmiller**, Construction Safety and Health Division, on a

fatality some months ago and said that Rich is a "great guy" and he enjoyed working with him very much. He also stated that Rich seems to "really know his stuff."

MIOSHA's CET Division received a letter from Nichols Co., a co-sponsor of one of the division's recent bloodborne pathogens workshops. The letter thanked **Janet Fekete**: "Thank you very much for leading the workshop ... The show was very

well attended and we had great feedback from many of the attendees. We look forward to improving the event for 2005 and hope that you will be willing to participate."

Greg Kozak, an onsite industry health consultant with MIOSHA's CET Division, is complimented in this letter from a manufacturing company: "Thank you for your time and effort in helping us to improve our PPE/Hazard

Communication Program. The booklets were most helpful and made the training a simple and enjoyable task. The training opened up a good two-way conversation and ideas for creating an improved Safety Plan."

Deb Johnson, a construction consultant with MIOSHA's CET Division, is praised in this letter from the education director of the Home Builders Association: "Thank you for teaching the Construction Safety Seminar on June 30th. The seminar

attendees really enjoyed listening to you. I'm sure they learned a lot and will use what they've learned on the job site (hopefully!). Thank you for taking time out of your busy schedule to teach. We are looking forward to the seminar you will be teaching for us in February of 2005."

MIOSHA CET Safety Consultant **Jennifer Clark Denson** received this letter: "Thank you for your reply to my questions regarding some possible safety issues at my workplace. I appreciate your quick response and the information

you provided. It is refreshing to see a reply from someone who knows their job instead of a runaround that I am so used to from most government agencies. Your e-mail has answered my questions!"

Kit L. Murphy, departmental analyst, Corporation Division, Commercial Services, is commended in this letter to Governor Jennifer M. Granholm: "During my recent process of beginning a small business here in Michigan, I received guidance that was extremely helpful from Kit L. Murphy ... This letter is to express my appreciation for Kit's assistance. Start up costs of any new business are expensive, and because of Kit's help I was able to

save money by setting up my LLC [limited liability company] without having to pay an attorney and without being put on hold with costly long distance phone calls. Kit replied to all my questions I sent by e-mail very quickly, accurately, and professionally. This is my first letter on my new business stationery, and I wanted to use this opportunity to give recognition to a most helpful, knowledgeable, and patient person, Kit L. Murphy."

[More] Letters ... and E-Mails!



Jim Lotoszinski, manager, Document Review Section, Corporation Division, Commercial Services, reported that a customer who received assistance from Document Examiner **Cletonya**

LaGrand called the division and wanted to thank her for being so fast in filing his formation documents. He really appreciated Cletonya's help and called so the message could be conveyed.

Joe Campbell, licensing administrator for the Board of Barber Examiners, Licensing Division, Commercial Services, reported that a representative from the Michigan Barber School sent a thank-you card to the Licensing and Enforcement

Divisions, saying, "The Michigan Barber School takes this opportunity to say 'Thank You!!' for doing your job so well and prompt. We appreciate you and your entire staff immensely."

Virginia Abdo, assistant licensing administrator for real estate appraiser licensing, Commercial Services, was commended by two of her customers recently in the following e-mail: "I just received a nice phone call from a Mr. David H., who said he just called you to see if he needed a class and you had told him he could take it on his next renewal cycle (Michigan Law program). He

went on and on about how nice and professional you were, and I've never known him to just give out praise before. Thought you'd like to know. So let your boss know you deserve a raise and that you are appreciated by all of us out here." The e-mail was from Michael Lohmeier, chief property tax commercial & industrial appraiser, City of Auburn Hills Assessor's Office.

Sarah Rock, assistant licensing administrator for cosmetology licensing, Commercial Services, received this e-mail message from a cosmetology applicant: "Thank you, Sarah, so very much. I

really do appreciate all the help you have given me. YOU'RE GREAT!!! Tell your supervisor that you are a wonderful employee and you deserve a raise! :) Thanks again."

Gloria Keene, licensing administrator for the Residential Builders' Board, and **Karen Flagg**, assistant licensing administrator for the Design Board's Licensing Unit, were given kudos in the following letter sent to Gloria: "I am sending this letter as a thank you for all your assistance and also to say that it has been a pleasure in dealing

with the department. You were always very helpful, professional, and courteous. On a couple of occasions I had the pleasure of dealing with Ms. Karen Flagg and she continued the service in the same manner, with a wonderful positive attitude. Again, I would like to thank you, Ms. Flagg, and the Board for your help and professionalism."

Gloria Keene responded recently to an e-mail request for information. Her prompt response inspired this thank you: "Just a quick note saying 'Thank You' for taking the time to respond. I know

you and your comrades probably get a huge number of inquiries. Therefore, I want you to know that your time and efforts are indeed appreciated! Thank you again! I wish you the best!"

Jennifer Gollbach, Document Review, Corporation Division, Commercial Services, was sent a congratulatory letter from a happy customer: "I would like to thank you for the help you gave me today in amending the LLC [limited liability com-

pany] documents for my LLC. Your courteous and professional manner, along with your knowledge of the subject matter, was greatly appreciated. I would like to acknowledge this to your supervisor ... Thank you, again."

A letter to **Bill McKenzie**, manager of the Wayne District, Michigan Rehabilitation Services (MRS): "I just wanted to let you know how important one of your counselors, **Mary Huffman**, was in my rehabilitation. Sir, when I started the program, my life was horrible. I was a few weeks clean of drugs and not really sure what to do

with myself. I thank God for the direction Mary Huffman gave to me. She is a hard worker, genuinely worked on my case, and I felt she gave a damn of how my life was going. Your company made a good investment with Mary Huffman. Thank you for your time."

[More] Letters ... and E-Mails!

Dave Parker, manager of the Grand Rapids District, MRS, received this letter: "I am a teacher at Park School, an alternative program for pregnant and parenting teens here in Grand Rapids. I am writing to thank you for the outstanding services that have been provided to our students by **Nikia Belcher**. In the four years that I have been connecting students with MRS, I have never seen the follow-up and sincere dedication to the students like I have seen this year. Nikia has made the process for utiliz-

ing the services both smooth and painless for the students and me. For this, I am so grateful. It is so imperative for our students to have someone who is going to follow through with them. My students that Nikia is working with look forward to seeing and hearing from her. I look forward to knowing that they have someone to provide some guidance to them as they graduate and enter the 'world.' The quality of the coordinators is an obvious reflection of your management."



Lynne Centa, deputy director of the Michigan Career & Technical Institute (MCTI), received this letter from a parent: "When my son came to MCTI six months ago, he was hesitant, feeling that it would be just another experience in failure ... he felt that he would not be accepted or understood. At MCTI not only was he understood and accepted, he was respected and valued. Weekly he would call me and tell me of his accomplishments ... always beginning with, 'I'm so happy,' followed by detailed accounts of

the expert instruction and caring guidance extended by his teachers, Mr. **Don Cain** and Mr. **Jeff Durham**, and ending with, 'I can't believe this is happening to me; this is awesome.' Yes, Ms. Centa, it is awesome ... MCTI removed the 'dis' from his abilities. In six short months he has transformed from a frustrated, disabled youth to a confident, able young man. As a professional, I would like to say, 'job well done'; as a parent, I would like to sincerely say thank you."

Kimberly White and the Unemployment Insurance Agency's (UIA) Employer Customer Relations office received the following letter of thanks: "I have never dealt with unemployment before and did so for the first time this year. My company lays off about 225 employees every May until August. As always with that many employees you will have a few kinks. I had no idea how to help them until I called your Employer Customer Relations Hotline. I was lucky enough to get a wonderful lady by the name of Kimberly [White]. When I finally called her, I was on the brink of panic trying to help a number of people with a number of issues. Kimberly took each one and handled it with confidence

and ease. She explained it so I could go back to the employee and explain it. Ever since that day I don't want to deal with anyone else. I call her directly, and I know there are other deserving people in her department as well. I was tickled to see her picture in the last issue of the *[Michigan Employer] Advisor* to finally put a face with a friendly voice. I don't think enough people understand what a real help these people are to so many companies and how much of Michigan just that small group covers. I would like to see a nice thank you article on them and let them know just how much they are appreciated. Thank you for your time."

Cherie Kearns, an unemployment claims examiner with UIA, received the following letter of thanks: "I wish to take this opportunity to say thank you for completing my claim as I was in a crisis situation and could not receive assistance through area agen-

cies. Due to your dedication and work regarding securing benefits/presentation of wages, things are back on track. I hope that your supervisor sees this, as there still are some empathetic workers employed by [the] State of Michigan."

Cheryl Newton, an unemployment insurance examiner based at UIA's Detroit Remote Initial Claims Center, was the subject of the following letter: "I have recently called the Unemployment Agency about some issues I have been having with the TRA Unit at the Detroit facility. I stumbled upon a phone number in which I finally reached someone. That someone was a professional sounding young lady by the name of Cheryl Newton. I would like you to commend her on her customer

service skills, and her empowerment to go above and beyond at the work place. Ms. Newton reached someone at the TRA Unit, who I had been trying to reach all week. During that conversation, Ms. Newton switched between phone calls to achieve a solution to the issue I was trying to get resolved. If I were an employer I would definitely want to hire more people like Ms. Newton. Please applaud her efforts, because 'good help is hard to find.'"

Special Deliveries from the Director

Robert Ramirez Honored for Being a Team Player



Photo by Lisa Swenson

Robert Ramirez (center) is presented with a Special Delivery from the Director by Robert Zaborowski, director of the Saginaw RICC. Crystal Galloway (left) nominated Robert for the award.

Crystal Galloway, an unemployment claims examiner at the Unemployment Insurance Agency's Remote Initial Claims Center (RICC) in Saginaw, was driving to work recently when suddenly something jammed one of her tires, causing the wheel to stop rotating. The wheel well insert had fallen on the tire.

She pulled over to the side of the road to wait for help, when a familiar face stopped to offer a hand. Robert Ramirez, an unemployment claims examiner at the center, pulled up to help. A quick check of the problem and a handy clothes hanger allowed Robert to make a temporary fix.

"Had he not stopped, I would not have been able to make it to work that day," Crystal said. As it was, both made it to work, although a few minutes late.

"Robert went out of his way to help me," Crystal noted. "To me that showed true teamwork!" Crystal had worked with Robert at the UIA's former office in Lapeer, and Crystal said he is always willing to help on the job, too. She thought so much of Robert's consideration and help with her car problem that she nominated him for DLEG's "Special Delivery from the Director" award. Robert Zaborowski, Saginaw RICC director, presented the award to Robert on July 6.

Shannon Ramsay Lauded for Pleasant Attitude



Shannon Ramsay is presented with a Special Delivery award from her supervisor, Mike Wurmlinger.

Shannon Ramsay with Internal Audit was presented with a Special Delivery for the pleasant and professional demeanor she displayed in working with the Department of Management and Budget (DMB) after concrete fell on her car in the Ottawa parking ramp. Phyllis Mellon with DMB recommended Shannon for the award:

"Our staff have mentioned several times how wonderful she was to deal with throughout — that in spite of having her new car damaged, she was always very positive and professional with the DMB staff who worked with her. As you know, DMB is often in the position of being the 'shot-at messenger,' and when an employee has an experience like this, it is easy to just take their anger and frustration out on our staff. It is particularly gratifying to DMB when they get to work in a situation where they step up to the plate to do everything that is necessary to remedy, and the customer is so reasonable and pleasant to work with.

"I think this is a fine illustration of the value of 'teamwork,' and everyone here certainly appreciates her attitude. If you have the chance to recognize her for that, it would be great."

Thanks to UIA Blood Donors

Congratulations and thanks to seven Unemployment Insurance Agency (UIA) staff who were high-volume donors at the July 6 Red Cross blood drive at Cadillac Place, Detroit: Arthur D'Hondt reached a milestone by donating his eighth pint of blood, putting him in the one-gallon donor category. Other high volume donors were Valerie Congdon (57 pints), Mark Carlin (44), Gail Jarvis (42), Bob Czech (38), Chris Gill (33) and Judy Koehler (29).

ESA Helps VFW Post Sponsor Job Fair

Some 400 job seekers came to the Lester J. Sitts Veterans of Foreign Wars (VFW) Post 5065 in Sheridan on August 12 looking for work. The occasion was the 2004 Mid-Michigan Career Fair, where more than 20 employers, schools and agencies were offering jobs, training and help in finding employment.

Carrie Headworth and Ismail Abdullah, both Air Force veterans; Bill Crisher, a Navy veteran; and Dave Marin, a Marine Corps veteran, were among the Employment Service Agency (ESA) staff who helped organize the event for the VFW Post. Eric Halverson of the Sheridan Post said, "The VFW is interested in the welfare of both our veterans and our community, and these people were a big help."

Business representatives said they were impressed with both the quality and quantity of the job hunters present.

Steve Ellis, Consumers Energy Human Resource director, B.C. Cobb Plant and Hydro Operations, Muskegon, was looking for people with maintenance and operations experience for potential jobs in one of Consumers' electrical gen-

erating plants. He has attended several VFW-sponsored job fairs in recent years and feels military veterans are a good source of employees for Consumers.

Other business representatives were also pleased. Sal Omari, regional recruiter of Advance Auto Parts stores, had a number of candidates sign up for interviews with the company. Kurt Vaness of Metron Integrated Health Systems was looking for a variety of candidates with various skills and was happy with the job fair turnout.

The Sheridan Job Fair was co-sponsored by the Veterans of Foreign Wars-Department of Michigan, the Lester J. Sitts VFW Post 5065, Montcalm Community College and ESA.



'Special Delivery from the Director'

I would like to nominate the following staff member to receive a "Great Job" acknowledgement from Director Hollister



Name of Nominee	Submitted By
Office/Bureau	Classification
Telephone	Office Location

The reason I am nominating this person:

Bureau/Office Director	Date

Bureau/Office Director: Please sign and return to DLEG Media & Public Relations, Ottawa Bldg., 4th Floor, Lansing 48909 - Fax: 517-241-1580

Department Sets Awards and Gifts Policy to Standardize Practices



The Department of Labor & Economic Growth (DLEG) has issued a policy concerning employee awards and gifts in an effort to standardize the practices of each bureau and office. The policy became effective August 10 and is published below:

DLEG Director's Recognition Awards

Outstanding accomplishments and dedication to our departmental mission should be recognized. As such, employee recognition awards are encouraged at the bureau and office levels. Award nominations, approved by the program manager, may be made to the Office of Media & Public Relations. Upon receipt, Media staff will assemble a "Director's Goodie Bag" and set up a time for the manager to deliver the award. Recognition awards should not be routinely nominated, but limited to those individuals making extraordinary contributions.

To fund the Director's Recognition Awards, a 25-cent assessment/headcount will be assessed each program. Revenues and expenditures will be accounted for in the Department's Special Project Advance account. All expended funds must be for the recipient of the recognition award.

Service/Retirement Awards

It is recognized that employee service is very valuable to the department. Awards are authorized for service at the ten-year mark of state

service and at subsequent five-year intervals. The awards can take the form of a plaque, flowers, a meal, or other appropriate gift to mark the occasion. A final service award may be given at the time of retirement regardless of the length of service.

If a plaque is desired, Media & Public Relations will coordinate and prepare the plaque prior to issuance. Please contact Jeannie Vogel at (517) 241-6677 for your needs.

The expenditure cannot exceed \$20 per individual for all occurrences. The only exception to this is a retirement, in which case the expenditure cannot exceed \$40. All expended funds must be for the recipient of the award.

All Other Awards and Gifts

It is the position of DLEG that no state funds be expended for other retirement events or gifts, holiday events, and other employee awards and gifts not authorized within this policy. This includes any expenditure for participant gifts at departmental, bureau or office events, meetings or seminars.

Although we acknowledge the benefit of other recognition events, we do not believe that state funds should be used for those purposes. We encourage bureaus and other groups to fund such activities through employee donations.

Questions may be directed to Allan R. Pohl, Finance & Administrative Services, at (517) 335-1976.

CET Division, MIOSHA

Flea Collars Are Popular Item in Goods Collected for U.S. Troops



Some 50 employees in the Consultation Education and Training (CET) Division, Michigan Occupational Safety and Health Administration (MIOSHA), participated in a drive last month to collect books, magazines, games, snacks and other needed items for U.S. troops in Iraq.

Sheila Ide, a CET supervisor, spearheaded the CET Division collection as part of the massive "Support Our Troops" drive organized in Grand Ledge by Curves for Women, in which an estimated \$25,000 worth of items was collected. The goods

were delivered to the Michigan National Guard Armory in Grand Ledge for shipping overseas.

"An interesting fact is that there was a great demand for flea collars, which the troops place around their boots because they are besieged with fleas in the desert," Sheila said. "All of the items will be shipped to a warehouse in Iraq, where Michigan troops will be able to 'shop' for free any items they wish to have."

We are proud of Sheila and the CET Division staff!